

# Credit Guide for Virgin Money Credit Cards

Effective: June 2022

In this Credit Guide Virgin Money Australia, a division of Bank of Queensland Limited ABN 32 009 656 740, Australian Credit Licence 244616 (“BOQ”), promotes and distributes the Virgin Money Credit Cards (“Credit Cards”). National Australia Bank Limited ABN 12 004 044 937 Australian Credit Licence 230686 (“NAB”) is the credit provider and issuer of the Credit Cards. NAB has acquired the business relating to these products from Citigroup Pty Ltd (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) (“Citi”) and has appointed Citi to assist to administer the Credit Cards. BOQ does not and will not guarantee or otherwise support NAB’s obligations under the contracts or agreements connected with the Credit Cards.

**a) Card issuer**

NAB is the credit provider and issuer of the Credit Cards. We are not credit providers for the Credit Cards, and we do not guarantee or otherwise support NAB's obligations under the contracts or agreements connected with the Credit Cards, even though Virgin Money Australia's name or logo may appear on the related correspondence, terms and conditions and statements and even though information regarding the Virgin Money Credit Cards can be accessed through [virginmoney.com.au](https://virginmoney.com.au).

We act as promoter and distributor for the Credit Cards under an arrangement with NAB but are not otherwise affiliated with NAB. Virgin Money Australia is a division of BOQ which holds its own Australian Credit Licence.

**b) Inquiries, verification and assessments**

Prior to approving a credit card application (or an application for a credit card limit increase) NAB is required by law to undertake certain inquiries, take steps to verify information and make an assessment as to whether the credit card (or the limit increase) is unsuitable for you. Copies of assessments as to unsuitability made in relation to credit card applications (and applications for credit card limit increases) can be obtained from NAB.

**c) No fees or charges for obtaining credit assistance from us in relation to Virgin Money Credit Cards**

We do not impose any fees or charges for providing credit assistance, or for other matters associated with providing the credit assistance in relation to your credit card application.

NAB will advise you of any interest, fees or other amounts it charges you in connection with the Credit Cards.

#### **d) Commissions to third parties**

From time to time, we may pay a fee for the referral of business to us by third parties such as industry associations and/or other partners which includes online comparison sites. You may, on request, obtain details of any commissions and fees that we may pay and how the amount was calculated.

## Commissions from NAB or BOQ

#### **a) Payable by NAB**

NAB will pay (directly or indirectly) monetary incentives to BOQ in relation to Credit Card applications for which we have provided credit assistance.

These incentives are comprised of a maximum initial commission of up to \$217.50 (exc GST) on activation of the Virgin Money Credit Card account (depending on what type of credit card and offer you applied for) and additional payments under an ongoing arrangement that is based on the size and performance of our credit card portfolio as a whole. These amounts are not payable by you.

#### **b) Payable by us or BOQ to staff and credit representatives**

We or BOQ do not pay any commissions to our staff in relation to any Virgin Money Credit Card applications for which we have provided credit assistance.

## If you have a problem or dispute

#### **a) Our service commitment**

We are committed to providing our customers with the best customer service experience. Resolution of problems is a priority for us. If at any time our service does not meet your expectations we would like you to let us know.

**b) How to contact us about a problem or dispute**

If you have any problems you wish to raise with us in relation to the credit assistance we provided to you please contact the Virgin Money Customer Relations Unit via:

Email: [CAU@my.virginmoney.com.au](mailto:CAU@my.virginmoney.com.au)

Phone: 13 37 39 (toll free within Australia) or +61 2 8288 2222 (from overseas) and ask for the Customer Relations Unit between 9am-5pm Monday to Friday (AEST)

Mail: Virgin Money Customer Relations  
GPO Box 5208  
Sydney NSW 2001

We may share information about complaints with BOQ, NAB or Citi to assist in the resolution of the complaint.

For any other problems or complaints you may have in relation to the Virgin Money Credit Cards, please contact Virgin Money by calling 13 37 39, or emailing Virgin Money at any time by logging into Virgin Money Online ([my.virginmoney.com.au](https://my.virginmoney.com.au)) and select the messages option from the home screen.

**c) How will your complaint be handled?**

We will try to resolve your complaint quickly and fairly, however some complaints do take more time than others. If we anticipate that your complaint will take longer than 21 days to resolve, we will contact you within this time to provide you with an update on our progress. If we are unable to resolve your complaint within 30 days (or within 21 days if it involves a hardship notice, default notice or request to postpone enforcement), we will:

- i) tell you the reasons for the delay;
- ii) tell you the date by which you can reasonably expect to hear the outcome of our investigation; and
- iii) give you monthly updates on the progress;

- iv) tell you about your right to complain to the Australian Financial Complaints Authority (AFCA) if you are dissatisfied; and
- v) provide you with contact details for AFCA (also set out below).

For complaints involving hardship notice, default notice or request to postpone enforcement, exceptions apply to the 21 day timeframe if we do not have sufficient information to make a decision or we reach an agreement with you.

If we require further information from you, then we will request it within 21 days of receiving the complaint.

**d) What to do if you feel your complaint has not been resolved**

If you remain dissatisfied with the outcome or you would like an independent review of the complaint and the result, you still have options.

**Australian Financial Complaints Authority (AFCA)**

AFCA provides fair and independent financial services complaint resolution that is free to consumers.

**How to contact AFCA**

Website: [www.afca.org.au](http://www.afca.org.au)

Email: [info@afca.org.au](mailto:info@afca.org.au)

Phone: 1800 931 678\*

Mail: Australian Financial Complaints Authority  
GPO Box 3  
Melbourne VIC 3001

\*9am-5pm AEST weekdays. Free call within Australia

The Australian Securities and Investments Commission (ASIC) also has an information hotline you can call by dialling 1300 300 630. You can use this number to make a complaint and obtain further information about your rights.

## e) Further information

For further information on solving problems and disputes please visit [virginmoney.com.au](https://virginmoney.com.au).

## How can you contact us?

### For general correspondence, you can contact us by:

Email: [expert@virginmoney.com.au](mailto:expert@virginmoney.com.au)

Phone: 13 37 39 (from within Australia) or  
+61 2 8288 2222 (from outside Australia)

Mail: Virgin Money Cards  
PO Box 40  
Sydney NSW 2001

Virgin Money Australia, a division of Bank of Queensland Limited ABN 32 009 656 740, Australian Credit Licence 244616 ("BOQ"), promotes and distributes the Virgin Money Credit Cards ("Credit Cards"). National Australia Bank Limited ABN 12 004 044 937 Australian Credit Licence 230686 ("NAB") is the credit provider and issuer of the Credit Cards. NAB has acquired the business relating to these products from Citigroup Pty Ltd (ABN 88 004 325 080, AFSL and Australian Credit Licence 238098) ("Citi") and has appointed Citi to assist to administer the Credit Cards. BOQ does not and will not guarantee or otherwise support NAB's obligations under the contracts or agreements connected with the Credit Cards

MCG16132\_(0422)